

Summary

One of the largest BPO (Business Process Outsourcing) providers in the US wanted to modernize their legacy technology infrastructure as they are not scalable and responsive due to the growing number of operations and processes. The BPO partnered with Expedite to modernize their infrastructure using Pega by understanding the current operational complexities, choosing the right path of transformation considering business continuity, cost optimization, maintenance feasibility and risk reduction. Expedite Technology Solutions successfully completed the modernization process within 3 months with a superlative degree of customer delight.

Client Goals

- Enable better data intelligence for customer support
- Reduce call handling time
- Offer a seamless and stellar customer experience

Services Provided

- Technology Consulting
- Application Modernization
- Cloud Migration And DevOps
- Pega RPA

Challenges

The client's Customer Service Representatives were depending on multiple applications & websites and manual tracking of data intelligence and information to service the callers. This increased the chances of providing inaccurate data to customers and resulted in lengthy and repeated customer calls. The customer satisfaction score was seriously affected with long call durations and the legacy system didn't have the scalability to incorporate new changes to the process.

Strategy

Expedite Technology Solutions understood the existing complexities in the process, and created a path to modernize the infrastructure with low risk factor causing zero outages to business operations. Pega Robotic Process Automation is identified as the best way to provide the CSR a snapshot of all the intelligence and data required over a call. Expedite's team was deployed on-site and off-shore to develop a flexible design that carries complex workflows of information and data that can be presented in a seamlessly to Customer Service Rep over the call.

Results Achieved

- Legacy Modernization Achieved in 3 months
- Customer's CSAT Score Rose by 30%
- Call Handling Time Reduced by 35%

**Are You Looking To Modernize Your Legacy
Application or Infrastructure?**

Talk to Pega Experts At Expedite

CALL US AT 678-534-7015

**DROP US A MESSAGE AT
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